



THE EVEWELL

Care Coordinator - Patient Services Team

About The Evewell

The Evewell is a group of (currently two) independent prestigious private clinics at Harley Street and West London specialising in gynaecology and fertility treatments. Each Evewell clinic is a fully integrated centre of medical excellence dedicated to caring for and protecting all aspects of a woman's gynaecological and reproductive health.

The Evewell is committed to providing patients a high level of individualised patient care. We aim to have satisfied patients and a happy team who are fulfilled by their jobs and can truly care for their patients.

We value diversity, and you will find an inclusive environment where everyone is driven by the same values and purpose.

Role overview

Care Coordinator

We are seeking a Care Coordinator, to work within the Patient Services Team, to liaise with and coordinate effective and smooth treatment pathway for fertility patients at The Evewell.

The Care Coordinator will work with the various teams at The Evewell to coordinate treatment cycles for fertility patients and work with the Head of Patient Services Operations to manage all prospective new patients to the centre.

The successful candidate will be confident, with clear communication and a real focus on providing outstanding customer service. They will be versatile and flexible, happy to work across various roles and tasks to ensure the smooth running of the clinic.

They will also be able to adhere to processes and protocol and have the ability to prioritise workload in order to meet the clinic's objectives and work well in a tight knit team. They will possess excellent attention-to-detail and be able to work accurately and efficiently in a pressured environment.

Duties and responsibilities

Customer acquisition

- Responding to all new fertility enquiries in a timely and comprehensive manner giving bespoke advice on booking options
- Dealing with telephone, e-mail and Calendly enquiries in a professional manner and ensure that all information given is up to date and accurate.
- Organising, taking part and following up with all attendees for the virtual patient open evenings.
- Working with the team to optimise conversion rates from enquiry to initial consultation.
- Assisting the Head of Patient Services Operations to collect and process data regarding new enquiries and consultation bookings in order to inform Marketing and Operations strategy.

Treatment coordination

- Processing all fertility treatment plans from the consultant team in a timely manner



THE EVEWELL

- Ensuring patients have all of the necessary information required to commit to treatment.
- Creating accurate costing documents and discussing these with patients ahead of treatment cycles
- Liaising with the nursing and embryology teams to book nurse consultations as appropriate
- Manage and coordinate flow of patients through the pathway. Including tracking when they are due to start treatment, contacting and coordinating cycles in a timely manner.
- Acting as a liaison between all departments to foresee issues and streamline processes
- Participating in patient engagement strategies to optimise patient retention.
- Assist the Head of Patient Services Operations and the Patient Services Director to collect and process data regarding number and types of treatment cycles in order to assist with Operations Management and Business Development.

General

- Comply with the Human Fertilisation and Embryology Authority's Code of Practice, the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, the Care Quality Commission (Registration) Regulations 2009 and the Data Protection Act 2018, with special reference to patient confidentiality
- Comply with The Evewell's health & safety policies with particular reference to procedures to be followed in the event of a fire and to report all accidents and untoward incidents to the health & safety officer
- Undertake mandatory training as required, including health & safety, fire, manual handling
- Comply with infection control, CQC and safeguarding policies and procedures

The ideal candidate will be

- Confident, with clear communication and a real focus on providing outstanding customer service
- Versatile and flexible, happy to work across various roles and tasks to ensure the smooth running of the clinic
- They will be able to adhere to and follow, processes and protocol
- Can prioritise workload in order to meet the clinic's objectives and work well in a tight knit team
- They will have excellent attention-to-detail and the ability to work accurately and efficiently in a pressured environment
- Excellent telephone and written manner
- Exceptional organisational skills
- Proficiency in Microsoft Office

Benefits

- Discretionary bonus
- Cycle to work scheme
- Annual season ticket loan
- Employee assistant programme
- Enhanced maternity leave
- 6.6 weeks' holiday inclusive of bank holidays



THE EWEWELL

Location

- The Ewell West London (Hammersmith)
- This role must be undertaken on-site. There will be no opportunity for remote/home working

Job type

- Permanent

Hours

- Monday to Friday, 9 hours per day, 8am to 6pm

Salary

- £30,000-£34,000 per annum

Experience / qualifications

- Minimum 1 years' experience working in a fertility clinic setting

Other

- This post is subject to an Enhanced DBS check.

Diversity and Inclusion

The Ewell is committed to making sure that every applicant is assessed solely on personal merit and qualifications. We believe diversity in the workplace leads to a positive and stronger team and value the diversity of our colleagues. At The Ewell we advocate a culture of inclusivity where you can bring your true self. We'll make sure you are treated fairly, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.